

Complaint Tracking for CA (3/01/2005-3/31/2005). Total Customer Contacts: 33

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
03/01/05	A CA VCO customer called to say that the agent did not keep her informed of what was going on like dialing or ringing and when the customer asked to be transferred to Customer Service she just left her on the line. All the agent could type was "ga". RCS: Apologized for the agent's handling of this customer's calls. No Contact requested	03/01/05	Forwarded to Team Leader for coaching opportunity. Agent coached
03/01/05	Customer Complaint: Customer reporting that the RO (relay operator) identification number and sex id are not appearing on the screen when he calls in to CA Relay. Reports that it is this way for all three relay providers, MCI, Nordia, and Sprint. Customer Service Response: I referred the customer to account manager for further clarification, and also provided him with MCI customer service number that he requested. Follow up requested from the account manager.	03/01/05	Account Manager spoke with customer. Seems problem was with HIS phone. No longer errors with ID numbers. Closed.
03/03/05	Voice caller on behalf of his elderly mother who lives in assisted living facility complains "Having to choose, as I have no idea whether Sprint, MCI or Nordia is best for my mother. It is very confusing, considering she is elderly and anything new can be very difficult for her. Having to make this choice is unnecessary and I just want her to be able to communicate easily. Apologized for the problem, explained the state chose to offer residents a choice, and that I can not advise about other carriers. Provided Sprint CRS dedicated VCO # explaining the # can be programmed into her phone, referred to Ameriphone for assistance. Updated her CDB profile. No contact requested.	03/03/05	Agent thanked customer for their comments.
03/04/05	VCO customer reports all CA agents do not follow database info, are not trained properly, too slow to read customer database and after reading they don't follow the simple instructions given VCO customer wants to use Relay agents at another Relay center due to continual problems with CA agents (apologized for problem advised a complaint would be forwarded to management) Customer requests contact from management	03/04/05	VCO refresher training in the process of initiation. All agents are being monitored and coached in referenced to proper VCO call processing procedures.

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03/04/05	VCO user complains there was such confusion on the call from the agent performance that her party disconnected, then agent offered her own comments with an attitude. Customer feels there is a pattern lately with agents voicing their own petty, personal comments, which is unnecessary. Apologized for the problem, let her know I would inform the relay account manager for follow up. Caller provided her VCO number for contact.	03/04/05	VCO training update in progress. Agent ID number is incomplete will continue to monitor agents on VCO calls to insure proper processing procedures are followed.
03/04/05	CA VCO user complains agent performance was so confusing her party disconnected, then agent voiced their own personal comments. Customer says this is becoming a pattern with agents making unnecessary remarks. Apologized for the problem, let customer know I would inform the account manager for follow up. Customer does want contact	03/04/05	VCO refresher in process of initiation. Agent ID number incomplete. Continuing to monitor agents on VCO calls to insure proper call processing procedures are being followed
03/05/05	California VCO customer states at the end of the call she said thank you to the agent. The agent types "SK SK" and disconnects the customer. Customer said she is not upset at the agent but she wanted to make another call and that she was just saying thank you to the agent for the first call. I apologized to the customer. The customer would like a follow up from the supervisor.	03/05/05	Referred to Team Leader for coaching and follow up from the supervisor. Entered occurrence into agent file as a work performance issue. Agent coached.
03/07/05	Customer Complaint: Caller said that operator would not respond when she asked, "Who said that?" after the operator had typed, "system gets stuck". Asked if the person on the line said that or the operator, but would not respond. Then the party on the line hung up due to frustration. Caller reports that the CA relay is not "user friendly", make the calls difficult by not responding to questions asked, then stop keying altogether. Operators are not professional. Customer Service Response: Apologized for the inconvenience; assisted by amending customer notes as requested. Provided acct. mgr. email address. Follow up requested.	03/07/05	Sent to Team Leader for coaching and follow up. Team Leader called customer to follow up on complaint. Customer notified that may be a technical problem and are working to resolve issue with customer. Have had previous complaints regarding same issue. Complaint entered into agent file as a work performance occurrence. Forwarded info to account manager for follow up. Account Manager called customer and apologized. Thanked customer for feedback.
03/08/05	A CA VCO customer stated that the agent told her that she did not know how to retrieve her answering machine messages. RCS: Apologized for the handling of the call . No Contact requested	03/08/05	Reviewed process with the agent. Agent appears to have followed the correct procedures. From the conversation appears that it may not have been the agent's fault but an actual technical equipment issue. Sent to agent's team lead for follow up.

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03/09/05	CA Spanish speaking VCO user called both 800-582-2544, MS Spanish #, & 800-877-5381, CA Spanish #. She had to wait 30 minutes for an agent. When the agent responded, they typed in English. Customer notes state "Spanish VCO ONLY, do NOT type in English." Supervisor assisted, in English stating no notes were showing to agent. Caller can not understand why the agent and Supervisor spoke English when she was using Spanish #, and commented supervisor was rude to her. Customer would like to hear from Account Manager.	03/09/05	Agent was coached on the call procedures. Apologized to customer. Customer has made many many many commendations to agents handling her calls (Spanish VCO). She wanted to make sure the agents were getting the commendations. Account Manager called and assured her we would verify with the Texas center. She enjoys Sprint relay.
03/10/05	Customer stated that CA did not respond when asked to read customer notes after she asked the CA to take a moment to review her notes and rec'd no response after a long wait. Needed CA to confirm that notes had been read then asked for a supervisor was told that supervisor was not available and had to wait another supervisor. Talked to supervisor about problems having with relay processing her calls and just wants CA to confirm when notes have been read.	03/10/05	Apologized to customer about service rec'd. Insured that we are working on resolving these issues and providing our customers with excellent customer service. No follow up requested
03/10/05	Customer stated that when she asked to be transferred to customer service the agent responded "yes dear" (voice tone was sarcastic) and when she asked to speak to the supervisor she said "with all the pleasure in the world". Customer felt that agent was unprofessional in her response.	03/10/05	Apologized and instructed customer that this issue would be addressed with the agent. Referred to the team leader for coaching on proper responses to the customers when transferring and or requesting supervisor assistance. No follow up requested
03/10/05	Customer stated that many times at the end of the call she is not getting a response from the relay agent. It appears that the agent appeared to stop keying for 30 seconds and the following text is garbled with erroneous characters 3-5=37?!94. Had the same problem before and was issued a new VCO phone one month ago. Customer requests follow-up	03/10/05	Referred to team leader for follow up. Garbling issue reported as technical issue in complaint. Spoke to customer regarding issue apologized for apparent issue and stated would forward information and have someone to investigate and follow up.
03/10/05	TTY user is having trouble with receiving turbo code calls. In her notes it says turn off the turbo code. She states her calls are getting worse, everything goes by too fast and it's very choppy, similar to closed captioning, it's not smooth, impossible to read. This is only on inbound calls, outbound works fine. Customer says this has been going on for sometime and it is only getting worse. Apologized, added 45 WPM in the notes, TT I002425635. Follow-up requested.	03/10/05	Forwarded complaint to team leader for follow up on technical issue and insuring copies go to Acct manager for follow up. Agent assisted on this call by Team Leader. Disabling feature was not working on computer so Team Leader had agent decrease typing speed in order to correct problem only helped issue somewhat. Possible technical error. Will continue to watch this.

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03/11/05	HCO user attempted to place a call, the operator kept typing to the customer. The customer, after a period of time, asked for a supervisor. The call happened approximately 8:00 AM and was assisted by two supervisors, two separate names were given. Customer is complaining on both the agent and the supervisors disregarding anything the customer tried to tell them. After 30 minutes, customer gave up, unable to place call. Apologized. No follow-up requested.	03/11/05	Following up with team leader for coaching and review with supervisors reviewing procedures and insure they understand the importance of following customers instructions and understanding procedures. Team Leader reviewed procedures with agent to insure call processing is understood and followed
03/12/05	A California VCO caller complained that agent did not follow customer notes when leaving a message. Agent typed "answering machine ga" when should have typed "voice now ga" Caller also states that agent did not answer her in a professional manner when asked if the notes were read.	03/12/05	Agent terminated employment
03/12/05	VCO customer thought the agent had a hard time following her instructions and was too slow getting her voice mail. Apologized. No Follow-up requested.	03/12/05	Referred to supervisor for follow through with agent. Agent receiving coaching and training on voice mail retrieval system and importance of following customers instructions in a timely manner.
03/12/05	VCO customer had trouble with agent getting her voice mail from her machine. She said it took a long time. She did not think the agent was following her directions. Apologized. No Follow-up requested.	03/12/05	Unable to follow through with agent. Agent terminated
03/14/05	CA VCO customer states agent 4511F did not follow her inbound customer notes. Customer told agent to take a few moments to read her notes, Customer said agent did not take a few moments and replied right away by saying ok GA. Customer does not want the agent to announce relay, Agent did announce relay. Agent told customer she thought the notes meant not to announce to the VCO user who was the inbound caller. I apologized to the customer. Customer would like follow up from the account manager.	04/02/05	Forwarded to Team Leader for coaching and follow up. Agent receiving training and coaching on call processing for do not announce relay and asking for clarification when customer notes are unclear.
03/14/05	Customer states when calling into CRS he has had garbling issues. Customer was unable to give a CA id #. RCS apologized for the problem and let customer know we will check into it. No follow up requested.	03/14/05	Unable to follow up with the garbling issue with the customer none reporting in the center as a whole. Will watch for possible technical issue non reported recently.

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03/15/05	Customer states the CA could not be understood. She had a foreign accent. It made communication difficult. Apologized. No follow up.	03/15/05	Referred complaint to Team Leader for coaching and follow up. Spoke to agent about incident. Agent states not having problems with other customers. Stressed agent enunciate words when customer seems to have problems understanding them.
03/15/05	STS customer states Supervisor would not take his complaint and only asked what the phone number was to dial. RCS apologized for the problem, ensuring that this problem would be taken care of. Follow up requested by an Account Manager.	03/15/05	Referred to supervisor's manager for follow up and coaching. Duplicate Ticket following up on another ticket for same incident. The agent number 4656 doesn't exist or isn't assigned to an agent.
03/15/05	STS customer states that this CA did not repeat what he said and that the CA did not state their 4 digit CA ID number. Customer states he only heard 3 numbers. RCS apologized for the problem, ensuring that this matter would be taken care of. Follow up requested by the Account Manager.	03/15/05	Referred to Team Leader for coaching and follow up. Agent received coaching with regard to following customer instructions on speech to speech and repeating everything heard. Supervisor is working with agent to insure agent understands the needs of speech to speech customers to repeat information and provide ca numbers when requested. Team Leader sent apology letter.
03/15/05	A TTY customer called to complain that the call did not come through correctly. She has CDB notes clearly specifying that turbo code be disabled and typing speed reduced to 45 WPM but the typing speed was much too fast. She says this is a recurring problem through Sprint relay. Apologized to customer for trouble. Suggested contacting Ultratec manufacturer. Opened trouble ticket for further investigation. No follow-up requested.	03/15/05	Referred to team leader for follow up and coaching. Currently working with this customer to determine if the problem is with customer equipment or Sprint. Referred to Mary Cole for review and follow up as well as following up with customer from call processing location with the customer contact manager. Complaint turned over to account manager and program manager who is working with customer on possible equipment issue and is scheduling for follow up with customer.
03/15/05	Customer complaint that when calling CRS she the typing comes back too fast for her and is getting garbling when making or receiving calls. C.S. Response: Apologized to customer for the problem; and opened TT I002423076. Follow up required for problem resolution.	03/15/05	Sent to Team Leader for possible coaching and follow. Possibly not agent error. Following up with customer on the same issue on several other complaints.
03/17/05	VCO customer could hear agent talking to someone else when he opened line customer made two calls each time he gave number to call it took too long and he opened line to hear agent talking to someone else when he asked agent about it the agent was nasty and rude also VCO customer requested to leave message on voice mail after he spoke the agent typed asking if that was the end of his message VCO didn't appreciate agent asking that question (apologized to customer for problem experienced advised complaint would be forwarded to supervisor) Customer requests contact	04/02/05	Forwarded info to Team Leader for coaching and follow up on importance of following customers instructions and customer contact stressing that there is 0 tolerance for being rude to customers. Entered into agent file as a work performance incident.

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03/22/05	Customer called to complain that the supervisor did not accept more than one commendation. The customer wanted to commend several agents in the center and the supervisor informed her that she would only take a commendation for the agent currently processing the call. Apologized to customer for inconvenience. Follow-up requested by account manager.	03/22/05	Apologized to customer. Spoke with supervisor. Accepted commendations.
03/24/05	SRO caller is positive the agent disconnected the call and says it is happening too often for it to be a technical error and would like the CA's to receiving more training. Apologized. No follow-up requested.	03/24/05	Followed up with Team Leader who spoke with agent .. agent did not disconnect caller on purpose. Call dropped from the screen agent received inbound disconnect message will watch this issue to insure there is not some technical problem as well as continue to ensure this agent does a good job.
03/27/05	A VCO customer called to complain that the agent dialed the wrong number from the frequently dialed numbers list, then hung up when the call did not go through without giving customer a chance to correct the number. Apologized to customer for inconvenience. No follow-up requested.	03/27/05	The CA ID number identified by the customer is not assigned to any employee. The customer does not wish follow up contact therefore no further action is possible.
03/27/05	A TTY customer called to complain that the agent was rude to him. He said "Happy Bugs Bunny Day" and she replied with, "What number do you want to call?" Apologized to customer for rudeness. Explained operator's role as uninvolved with conversations. No follow-up requested.	03/27/05	The identified CA's call center is closed on weekends, the CA and call center did not process calls on this date. This state is a multi-vendor state. It is possible that the call was handled by a different vendor. No further action.
03/29/05	Inbound Speech-to-Speech customer stated that agent 4880 disconnected his call in the middle of the call. Said he thought it was maybe time for an agent change and the call got disconnected. It happened around 7:45 pm this evening. I apologized and told him his complaint would be forwarded to the correct supervisor and that someone would contact him.	03/29/05	Unable to follow up on the complaint agent number not assigned. However all speech to speech agents instructed on being focused and not disconnecting customers without supervisor permission.
03/29/05	VCO customer states he has been having difficulty getting through when trying to place long distance calls using California Relay. This has occurred all day long (3/29/05). RCS apologized to customer and ensured that this would be resolved in a timely matter. No follow up requested.	03/29/05	Communication has been circulated to make sure all Sprint originated long distance calls are processed as free as long as the customer when the customer uses correct number to reach Sprint relay services.

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03/31/05	CA VCO customer is calling from 559-534-2537 and calling to 209-957-0259. Customer is getting a recording that says your long distance has been disconnected. Customer has Sprint for COC. Customer is calling 877 877 8859 to reach relay. Customer should be getting free long distance calls, since customer is calling from California to California. I apologize to the customer and advised her to try her call again, if call didn't go through to ask for a supervisor but told her I would turn in a TT. Customer would like a follow up if tech needs to talk to her.	04/01/05	Issue resolved with technician for customer to contact LD carrier to follow through on complaint.